



Control Number: 48745



Item Number: 31

Addendum StartPage: 0

COMPLIANCE FILING OF ENTERGY
TEXAS, INC. RELATING TO
PARTICIPATION IN SMART METER
TEXAS AND CHANGES TO ITS
ADVANCED METERING SYSTEM

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PUBLIC UTILITY COMMISSION

OF TEXAS

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**RESPONSE OF ENTERGY TEXAS, INC.
TO MISSION: DATA COALITION FIRST REQUEST FOR INFORMATION:
MISSION: DATA COALITION 1: 1, 2, 3, 4, 5, 6, 7**

Entergy Texas, Inc. ("Entergy Texas" or "the Company") files its Response to Mission: Data Coalition First Request for Information. The response to such request is attached and is numbered as in the request. An additional copy is available for inspection at the Company's office in Austin, Texas.

Entergy Texas believes the foregoing response is correct and complete as of the time of the response, but the Company will supplement, correct or complete the response if it becomes aware that the response is no longer true and complete, and the circumstance is such that failure to amend the answer is in substance misleading. The parties may treat this response as if it were filed under oath.

Respectfully submitted,

Wajiha Rizvi

Wajiha Rizvi
Entergy Services, Inc.
919 Congress Avenue, Suite 701
Austin, Texas 78701
(512) 487-3962 telephone
(512) 487-3958 facsimile

Attachments: Mission: Data Coalition 1: 1, 2, 3, 4, 5, 6, 7

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing Response of Entergy Texas, Inc. to Staff First Request for Information has been sent by either hand delivery, email, facsimile, overnight delivery, or U.S. Mail to the party that initiated this request in this docket on this the 22nd day of January 2019.

Wajiha Rizvi

Wajiha Rizvi

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
DOCKET NO. 48745

Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Mission:Data Coalition

Prepared By: Greg Fenn
Sponsoring Witness: TBD
Beginning Sequence No. LC4
Ending Sequence No. LC5

Question No.: MDC 1-1

Part No.:

Addendum:

Question:

See ETI's response to Staff 2-1(c), "The GBC [Green Button Connect] standard protects a customer's information by removing from view the customer's account number, address, and name."

- a. Please confirm or deny Entergy's knowledge of "RetailCustomer" as part of the GBC standard.
 - b. Please provide all information as to how ETI will support RetailCustomer and what customer information will be provided by GBC, aside from usage data.
 - c. Please explain how multi-site customers, such as retail stores, are to use GBC if there is no location information to associate energy usage with a particular site.
 - d. If ETI only provides usage information via GBC, please explain how customers are to share monthly bill costs with Competitive Service Providers (CSPs) to receive assistance in managing utility costs.
-

Response:

- a. ETI assumes that this request refers to what the Green Button Alliance has termed a "Green Button Retail Customer Schema." ETI confirms that it understands generally that the scope of a Green Button Retail Customer Schema involves the potential transmission of certain customer-specific data other than energy usage information, *i.e.*, Personally Identifiable Information (or "PII"), to third parties, after obtaining customer consent. It is ETI's understanding that a Green Button Retail Customer Schema is optional as part of the certification from the Green Button Alliance. Further, ETI understands that adding a Green Button Retail Customer Schema certification is still a work-in-progress of the Green Button Alliance and that no standard has been adopted. Accordingly, ETI does not intend to implement a Green Button Retail Customer Schema at this time. If and when the Green Button Alliance adopts a Green Button Retail Customer Schema standard, ETI will evaluate that standard at that time. See also the Company's response to Staff RFI 3-1, in which ETI explained

Question No.: MDC 1-1

that the list of meter data, other than usage data, that may be available to CSPs has not been finalized.

- b. See the Company's response to subpart (a).
- c. The usage data and meter account are on a one-to-one relationship, so a customer with multiple retail stores, for example, would have access to the usage data associated with each meter account. See also the Company's response to Staff RFI 2-1, Addendum 1, which provides screen shots for a customer with multiple accounts interacting with Green Button Connect My Data via the Customer Engagement Portal.
- d. See the Company's response to subparts (a) and (c).

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Mission:Data Coalition

Prepared By: Greg Fenn
Sponsoring Witness: TBD
Beginning Sequence No. LC6
Ending Sequence No. LC6

Question No.: MDC 1-2

Part No.:

Addendum:

Question:

Please see ETI's addendum #1 to Staff 2-1.

- a. Addendum #1 describes the user initiating a GBC authorization on ETI's website (Bates page 8). Please explain how ETI will comply with RFC6749 Section 1.3.1 ("OAuth") that allows initiating a GBC authorization from the CSP's website. For more information, see <https://tools.ietf.org/html/rfc6749#section-1.3.1>.
 - b. Can a customer authorize multiple CSPs simultaneously?
 - c. Please provide detail on the customer experience if the customer has 10 or more meters.
-

Response:

- a. ETI disagrees with the premise of this request to the extent that it is implying that OAuth protocols for GBC impose any requirement that ETI facilitate initiating GBC authorization from a CSP's website. To the contrary, ETI understands that GBC OAuth protocols currently do not support initiating a GBC authorization from a CSP's website. Further, facilitating initiation of a GBC authorization from a CSP's website is not a component of Green Button Alliance certification, and, accordingly, ETI does not plan to implement any such functionality at this time.
- b. Yes. See the Company's response to MDC 1-1(c).
- c. See the Company's response to MDC 1-1(c).

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Response of: Entergy Texas, Inc.
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Prepared By: Greg Fenn
Sponsoring Witness: TBD
Beginning Sequence No. LC7
Ending Sequence No. LC7

Question No.: MDC 1-3

Part No.:

Addendum:

Question:

- a. Will ETI seek certification for its GBC system from the Green Button Alliance?
 - b. If the answer to (a) is no, how does ETI propose to substantiate its claims to the Commission that its implementation adheres to the GBC standard?
-

Response:

- a. Yes.
- b. N/A.

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Response of: Entergy Texas, Inc.
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Prepared By: Greg Fenn
Sponsoring Witness: TBD
Beginning Sequence No. LC8
Ending Sequence No. LC8

Question No.: MDC 1-4

Part No.:

Addendum:

Question:

- a. Please provide the requirements for customers to create an online account at ETI's website.
 - b. Are customers required to receive bills electronically as a condition of creating an online account?
 - c. How can customers without an online account utilize GBC?
-

Response:

- a. The requirements will be the same as they exist today. If a customer has an existing My Account Online ("MAO," the existing portal) profile, they will not need to do anything to utilize the enhanced CEP functionality. To create a MAO account within the current MAO portal, a customer need only go to ETI's website and fill out the online form that requires a customer to provide a correct Entergy account number and service address zip code. In the future, ETI customers that do not already have an online account will be expected to provide their Entergy account number (or search using customer name or service address), validate access to their email address (ETI will send an email to the customer, and the customer must click the link to validate), and newly created profiles will be asked to verify their identity (with a combination of: Entergy account number, state, zip; the last 4 digits of their social security number/tax identification number; or the last 4 digits of the customer's driver's license or state Identification card).
- b. No.
- c. A customer must have an online account.

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
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Prepared By: Greg Fenn
Sponsoring Witness: TBD
Beginning Sequence No. LC9
Ending Sequence No. LC9

Question No.: MDC 1-5

Part No.:

Addendum:

Question:

If, for some reason, ETI's GBC system fails to provide the previous day's interval usage data to an authorized CSP, [w]hat is ETI's approach to provide technical support and to remedy the situation?

Response:

ETI plans to provide a technical support solution under these circumstances. However, the approach to addressing any future technical issue would necessarily depend on the nature of the issue and other relevant facts and circumstances.

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Mission: Data Coalition

Prepared By: Greg Fenn
Sponsoring Witness: TBD
Beginning Sequence No. LC10
Ending Sequence No. LC10

Question No.: MDC 1-6

Part No.:

Addendum:

Question:

- a. What uptime percentages will ETI meet for its GBC system, as calculated on a monthly basis?
 - b. What contractual requirement does ETI have with its vendor about GBC system uptime?
 - c. What process does ETI propose for remedies should its GBC system uptime fall below expectations? Please provide detail.
-

Response:

- a. There are uptime percentage requirements in ETI's contract with the vendor for the Customer Engagement Portal ("CEP"). Please see the HSPM response to Staff RFI 3-7, the "SLA" file, at Appendix B, Page 1.
- b. Please see subpart (a) above and the HSPM response to Staff RFI 3-7, the "SLA" file, at Appendix B, Page 1.
- c. ETI has contractual remedies in place with the CEP vendor and would use these remedies to address such a situation depending on the particular circumstances. Please see the HSPM response to Staff RFI 3-7, the "SLA" file, at Appendix B, Pages 3-4.

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Mission: Data Coalition

Prepared By: Todd Dunkleberger
Sponsoring Witness: TBD
Beginning Sequence No. LC11
Ending Sequence No. LC11

Question No.: MDC 1-7

Part No.:

Addendum:

Question:

- a. Please provide copies of all Letters of Authorization, account information request forms, or any other documents ETI uses today for customers of any type to request that account, billing or usage information be transferred to a third party.
 - b. For the processes disclosed in (a), please describe in detail how the resulting information is transferred from ETI to the third party.
-

Response:

- a. ETI does not utilize a standard form for transferring customer information to a third party. However, if a third-party requests information on behalf of a customer of record, ETI will require written consent from the customer of record noting approval to comply with the third party's request.
- b. The resulting information is delivered in an email with attached documents or via United States Postal Service regular mail delivery service.